SYED EJAZ SHAH

DevOps / Platform Engineer

Kubernetes | GitOps | Cloud | CI/CD | Linux | Apigee | AI Automation

syedejaz2005@hotmail.com | +966 55 635 2993 | Riyadh, Saudi Arabia | www.syedejaz.net

Chat with my CV: syedejaz.net/chat

PROFESSIONAL SUMMARY

DevOps and Platform Engineer with 12+ years of hands-on infrastructure experience, transitioning into senior DevOps / SRE roles with a strong foundation in Kubernetes (CKA, KCSA, KCNA), GitOps (ArgoCD), CI/CD pipelines (Azure DevOps), and Linux automation. Currently administering production Apigee, Kubernetes, and Linux platforms at Thiqah (Elm) with 99.9% uptime, having led disaster recovery design, 50+ server OS migrations, and end-to-end patch and vulnerability management. AI workflow automation using n8n and Flowise. Targeting DevOps / Platform / roles in the Saudi market.

TECHNICAL EXPERTISE

Container Orchestration	Kubernetes (CKA), Docker, Helm, Rancher, Longhorn (distributed storage)
GitOps & CI/CD	ArgoCD, Azure DevOps Pipelines, GitHub Actions (familiar), Azure Repos, GitHub, Git
Automation & IaC	Ansible, Shell Scripting, Python; Terraform (in-progress, learning via labs)
Cloud Platforms	Google Cloud Platform (Professional Cloud Architect certified), Microsoft Azure; AWS (familiar — learning path)
Observability & Monitoring	Elastic Stack (Elasticsearch, Logstash, Kibana, Filebeat, Metricbeat), SCOM, NetXMS; Prometheus & Grafana (homelab)
API Management & Gateways	Google Apigee (On-Premises), Kong API Gateway, REST APIs
Linux & OS	RHEL, CentOS, Ubuntu, Windows Server
Web Hosting & Reverse Proxy	Nginx, HAProxy, Squid Proxy, LetsEncrypt, Cloudflare (DNS, CDN, WAF)
Security & Hardening	CIS Benchmarks, Linux Hardening, iptables/firewalld, SELinux, RBAC, Patch Management, Vulnerability Remediation, SSH Hardening, TLS/SSL Lifecycle, Audit Logging
Databases	MySQL, PostgreSQL, SQL Server, MongoDB, Cassandra; Vector DBs: Qdrant, Pinecone, Supabase
Streaming & Big Data	Apache Kafka, Cloudera Hadoop, Elasticsearch
AI Automation & Workflows	n8n (workflow automation), Flowise (LLM apps & RAG), OpenAI / Claude / Gemini / OpenRouter APIs, Ollama, MCP

PROFESSIONAL EXPERIENCE

Senior Integration Analyst — Linux, Kubernetes, Apigee, DevOps

Thiqah Business Services (Elm) | Riyadh, Saudi Arabia | *Aug 2022 – Present*

- Operate and maintain production Apigee API platform (Production, Staging, Dev/Test) across multiple data centers, sustaining 99.9% uptime for business-critical APIs.
- Designed and implemented disaster recovery by introducing a new DC with zero downtime, validating failover, traffic routing, and data replication.
- Drive DevOps activities across the platform — managing ArgoCD-based GitOps deployments, Rancher-managed Kubernetes workloads, and Azure DevOps Pipelines; troubleshoot failed deployments, pods, and pipelines through pipeline and container logs.
- Led migration of 50+ CentOS 7 VMs to RHEL 7/8, strengthening security posture and bringing the fleet onto a supported, patchable baseline.
- Own end-to-end patch management lifecycle for 50+ Linux servers — security patches, kernel updates, and remediation of vulnerabilities identified through penetration testing and security scans, maintaining zero critical CVEs in production.
- Automated backup and operational tasks through Bash and shell scripting, reducing manual operational effort by ~80%.
- Built centralized logging and infrastructure monitoring on Elastic Stack — Elasticsearch storage with Filebeat / Metricbeat / Logstash ingestion and Kibana dashboards for service health, log analysis, and incident triage.
- Installed and configured Apache Kafka clusters for real-time data streaming and event-driven workloads.
- Manage TLS/SSL certificate lifecycle and overall platform security posture; remediate findings from penetration tests and vulnerability scans.
- Authored HLDs, LLDs, runbooks, SOPs, and as-built documentation, and maintained a 20+ article internal knowledge base — significantly reducing repeat incident resolution time and onboarding friction.
- Mentor junior engineers through technical training sessions and knowledge-sharing workshops on Linux, Kubernetes, and Apigee operations.
- Build internal AI automation using n8n, Flowise, Claude, OpenAI, Gemini, and Ollama — including a production RAG chatbot on the personal site and operational workflow automation.

Apigee, Kafka & Platform Administrator

Master Works | Riyadh, Saudi Arabia | *Jul 2017 – Aug 2022 (5 years)*

Key clients: STC, Mobily, ZATCA, Ministry of Justice, MOMRA, NIIC, SFDA, Riyadh Airports, Salam Telecom, Tawal Telecom.

- Designed and implemented Apigee Edge on-premises across multiple enterprise environments — including LDAP / SSO integration, capacity sizing, and high-availability topology.
- Conducted hardware sizing and capacity planning for Apigee, Kafka, and Cloudera environments — defining compute, memory, storage, and network requirements for production-grade deployments across multiple clients.
- Configured and operated Cloudera Hadoop clusters and Apache Kafka brokers for big-data ingestion, processing, and analytics workloads.
- Performed performance tuning, capacity planning, and best-practice hardening of multi-node platforms.
- Authored installation guides, runbooks, and SOPs delivered to client teams; logged and tracked vendor support cases through the Informatica Network portal.
- Awards: Appreciation certificate and shield for 5 years of service.

Infrastructure Monitoring Specialist

Saudi Electricity Company | Riyadh, Saudi Arabia | *Apr 2014 – Aug 2017 (3.5 years)*

- Monitored kingdom-wide server infrastructure using SCOM and NetXMS consoles; deployed and maintained monitoring agents across heterogeneous OS estates.
- Generated daily, weekly, and monthly performance and capacity reports for management.
- Managed incident lifecycle through Remedy, ensuring SLA compliance for response and resolution.

KEY PROJECTS — DEVOPS HOMELAB & AUTOMATION

Production-Grade Kubernetes Homelab — syedejaz.net

Self-managed, public-facing infrastructure on Contabo + Cloudflare

- Architected and deployed a 3-node infrastructure on Contabo VMs — dedicated Nginx reverse-proxy fronting a 2-node Kubernetes cluster, simulating real-world production topology with separation of edge and workload tiers.
- End-to-end SSL/TLS termination at the Nginx layer with LetsEncrypt; path-based reverse-proxy routing to multiple backend services through a single domain.
- Cloudflare as DNS + CDN layer — DDoS protection, caching, and WAF for public-facing services.
- Deployed Rancher for multi-cluster Kubernetes management, centralized visual workload administration, and observability.

GitOps & CI/CD Pipeline

- Built an end-to-end GitOps workflow using ArgoCD for continuous deployment — automatic sync from Git to the Kubernetes cluster with self-healing and drift detection.
- Configured Azure DevOps Pipelines wired to Azure Repos for CI workflows — build, test, container image publish, and OAuth-token-based authentication.
- Manage all infrastructure-as-code, Helm charts, and deployment manifests under GitHub version control.

API Gateway, Persistent Storage & AI Workloads

- Deployed Kong API Gateway on Kubernetes — ingress routing, plugin-based authentication, rate limiting, and request / response transformations for internal and external services.
- Implemented Longhorn as distributed block storage — persistent volumes with replication, snapshots, and backups for stateful workloads.
- Deployed Flowise on Kubernetes for LLM-powered applications, including a personal CV chatbot using RAG architecture with Qdrant and Pinecone vector databases.
- Built an AI-powered Kubernetes management UI using the OpenAI API — natural-language queries for cluster operations, workload inspection, and troubleshooting.
- Automate operational and AI workflows with n8n — connecting webhooks, APIs, LLM tools, and notification channels for hands-off pipelines.

PROFESSIONAL CERTIFICATIONS

Kubernetes & Cloud Native (Linux Foundation)

- CKA — Certified Kubernetes Administrator • Nov 2023
- KCNA — Kubernetes & Cloud Native Associate • Jul 2024
- KCSA — Kubernetes & Cloud Native Security Associate • Jul 2025

Google Cloud

- Professional Cloud Architect • Apr 2025
- Generative AI Leader • Dec 2025
- Cloud Digital Leader • Mar 2024
- Associate Cloud Engineer • Apr 2022

AI, Automation & Other

- n8n: Zero to Hero — KodeKloud, Dec 2025
- NVIDIA Generative AI LLMs Associate — KodeKloud, Nov 2025
- Be a Generative AI Leader (Google Cloud) — Udemy, Nov 2025
- Introduction to OpenAI — KodeKloud, Oct 2025
- MCP for Beginners — KodeKloud, Sep 2025
- Apache Kafka Series — Learn Apache Kafka v3 — Packt, Jan 2025
- CCA131 — Cloudera Hadoop Administrator — Cloudera, Nov 2018
- Microsoft Certified Professional — Windows Server — Microsoft, Jul 2013

EDUCATION

Master of Science in Software Engineering

Prince Sultan University, Riyadh | Sep 2012 – Sep 2017

Thesis: "Business Process Optimization through SOA & Cloud Integration"

Bachelor of Science in IT and Computing

Arab Open University, Riyadh (dual degree with UK Open University) | Aug 2007 – Sep 2011

Arabic Language Course for Non-Arabic Speakers

Imam Mohammad bin Saud Islamic University, Riyadh | Apr 2006 – Sep 2007 — Two levels completed with excellent grades.

LANGUAGES & PERSONAL

Languages: English (Professional) • Arabic (Conversational) • Urdu (Native) • Pashto (Native)

Nationality: Pakistan **Residence:** Riyadh, Saudi Arabia